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**From:** Barbara Aiken [bathreads@gmail.com]  
**Sent:** Friday, February 20, 2009 8:37 PM  
**To:** Williams, Catrice (DTC)  
**Subject:** verizon telephone & DSL service

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Dear Catrice,

I am writing for my husband and four children in response to the investigation of Verizon service to Franklin County, especially Shutesbury. We have lived on 541 West Pelham Rd. for 12 years and the telephone service quality has been terrible. We have experienced numerous times buzzing and fuzzy sounds on our lines, to the point that they interfere with the ability to hear someone talking on the other end. Although we have had the line serviced numerous times, the problems of quality or even at times dead lines, returns. If we do receive an improvement, it seems then our neighbors get our problem. And so it goes. It is especially frustrating when we also learn that Verizon does not intend to provide the DSL service to our end of W. Pelham Rd., allegedly because of expense. I wonder how many thousands of dollars have been spent on repeated repairs, with no improvement? We would appreciate someone advocating for those of us in Western Mass. who are not receiving equal quality service as others in the state. Thank you for your attention to this problem.

Sincerely,

Barbara Aiken